

REMARKS

Reconsideration is requested on the grounds that each of the claim limitations is not taught in the cited art. For example, claim 1 calls for "automatically" receiving a web page locator and using said information to "automatically" remotely access said web page. The office action suggests that the automatic remote access is provided in the reference, but this is clearly not so. For example, in column 9, lines 4-11, the reference is explicitly that the collaboration session is at the discretion of the advisor. Therefore, there is no automatic access. For example, it is explained that the advisor may decide to open a synchronized window so that the display for the advisor and the customer is identical. Moreover, it is stated that the advisor may decide to establish the window or not establish the window. Thus, it is clear that automatic access to the web page is not provided automatically as claimed. Therefore, reconsideration is requested.

With respect to claim 2 calling for initiating a chat session, it is suggested that something in Figure 7 suggests initiating a chat session. Nothing in Figure 7 appears to meet the elements of claim 2 and the rejection is non-specific, thereby preventing a complete reply.

The final rejection fails to address all of the limitations of the claims. Although additional information has been provided with respect to dependent claims, elements are still missing. M.P.E.P. § 706.07 states:

Before final rejection is in order a clear issue should be developed between the Examiner and the applicant.

Moreover, M.P.E.P. § 707(d) states:

A plurality of claims should never be grouped together in a common rejection unless the rejection is equally applicable to all the claims of the group.

Since the prior office action failed to comply with § 707(d) and both the prior office action and present office action fail to comply with M.P.E.P. 706.07, the final rejection is premature and should be withdrawn.

Claim 3 calls for automatically initiating the chat session. For the first time in the final rejection, it is suggested that something in Figure 7 supports this limitation, but nothing in Figure 7, in particular, is identified. Nothing in Figure 7 seems to have anything to do with initiating a chat session with a help service provider. Reconsideration would be appropriate.

Claim 4 calls for automatically initiating a web page refresh. In response to the applicant's assertion that claim 4 was not addressed, Figure 5 is cited. Nothing in Figure 5 appears to be pertinent to claim 4 and, therefore, reconsideration is requested.

Claim 7 calls for receiving a client request for help includes client selection of a help icon. Claim 7 was rejected, citing Figures 6 and 7, but there is no help icon intimated in Figures 6 and 7 and, therefore, the rejection remains unsupported.

Claim 8 calls for extracting information about the remote processor-based system from the web page. The sole support for the rejection is Figure 6, box 640, and Figure 7, without citation of anything in particular.

Box 640 says "retrieve customer history." It is not seen how "retrieve customer history" could suggest extracting information about a remote processor-based system from a web page in particular. Reconsideration would be appropriate.

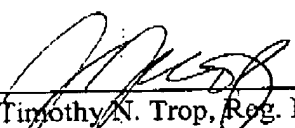
Claim 9 calls for initiating a chat session which, as set forth above, is not addressed in the cited material.

Claim 10 also calls for overlaying a chat dialogue box over the web page. With respect to claim 10, it is suggested that somehow this is intimated in Figures 6 and 7 of the cited reference, but it is not seen how this is even possibly so.

With respect to the rejection based on Jawahar, the rejection does not provide support for any of the dependent claim rejections, contrary to the above-cited M.P.E.P. section. The applicant declines the Examiner's request to simply frame the rejections for the Examiner and provide responses to rejections never set forth. The burden is on the Patent Office to support the rejections and that burden, at least with respect to dependent claim rejections, is not sustained.

Respectfully submitted,

Date: January 23, 2008

  
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